



Welcome to Naval Hospital Beaufort's ICE Station!

In October 2003, Naval Hospital Beaufort implemented the Interactive Customer Evaluation (ICE) system. ICE is an Internet-based customer evaluation system that allows our customers to tell us how we are doing. It also helps the command in addressing both positive and negative feedback in a more efficient and effective manner. Web based comment cards are available for all clinics and departments located within the main hospital building as well as those at the Branch Medical Clinics at Marine Corps Recruit Depot (MCRD) and Marine Corps Air Station (MCAS).

Beginning this month, computer stations to access the ICE web site are available at all three locations that provide services to Naval Hospital Beaufort beneficiaries. Customers are invited to visit the ICE computer station and complete a comment card after receiving a service or product. The survey takes only a few minutes to complete and there is also a space for additional comments. You may also leave your contact information and a customer representative will provide feedback regarding your input. Easy-to-follow instructions are posted at each computer station to assist customers in accessing the appropriate service provider.

You may also complete the comment card by logging onto <http://ice.disa.mil> or by logging onto the Naval Hospital's web site at www.nhbeaufort.med.navy.mil and clicking on the ICE site link.

Naval Hospital Beaufort has accepted the challenge to become known as a "World Class" organization through providing the highest quality health care services. Our beneficiaries are our most valuable customers, so please let us know what you think. Your comments and thoughts mean a great deal to us and provide a great tool to measure our customer service support. Customer service representatives are located throughout the hospital and Branch Medical Clinics to assist you in taking advantage of this valuable system.